



***Export Certificate Web System***

***User Manual***



## Disclaimer

We accept no responsibility for errors/mistakes that you may make in the production of certificates whilst using our system. In using our system you will be agreeing:

- to only use this facility to issue Certificates of Insurance in accordance and within the written parameters agreed with QBE.
- QBE is not liable for any errors or defects in this site

We strongly recommend that you refer to your marine insurance policy &/or any previous communications regarding the production of certificates to avoid any errors or misrepresentations as to insurance coverage. For further information regarding your policy please contact your insurance broker.

## Entering c.marine

You can enter c.marine via the QBE Marine website. The address is: <http://cmarine.qbemmm.com.au/>

## Using the System

### Options

HOME:	This will bring you back to the home page.
NEW CERTIFICATE:	This will generate a blank certificate.
SEARCH:	This will retrieve an existing certificate.
QUICK VIEWS:	This option allows quick access to your certificates.
MARINE:	A quick link to the marine section of the company website.



### New Certificate/Edit Certificate – Entering/Editing Data

CONSIGNOR:	Type in consignor's name and address.
CONSIGNEE:	Type in Consignee's name and address.
REFERENCE:	Type in your export reference (if applicable)
BRANCH:	this is an internal reference for QBE Marine and should not be changed.
LOADING PORT:	Click on the down arrow to select a port of loading. If it is not there click on NEW, and type the port of loading required.
PORT OF DISCHARGE:	Click on the down arrow to select a port of discharge. If it is not there click on NEW, and type the port of discharge required.
FINAL DESTINATION:	Click on the down arrow to select a final destination. If it is not there click on NEW, and type the port of discharge required.
NEAREST PORT:	Click on the down arrow to select a nearest port. This will ensure that the appropriate settling agent will appear on your certificate.
VESSEL:	Type in the name of the vessel carrying the goods.
SHIPPING DATE:	Type in the date the vessel is departing.
COMMODITY:	Click on the down arrow to select the type of goods being shipped. This determines the conditions of insurance applicable to that particular commodity
CLAIMS PAYABLE AT:	Normally this is the destination however please check with your insurance broker.
CURRENCY:	Click on the down arrow to select the currency in which the goods are insured.
EXCHANGE RATE:	Enter exchange rate for the day of shipping. (Enter "1" if dealing in AUD\$)
INSURED VALUE:	The total value of the goods being shipped.
PREMIUM RATE:	Not applicable to all users. Please check with your insurance broker.
SHIPPING MARKS:	A maximum of 19 lines can be entered. (Note: you cannot tab in this box)
SPECIAL CONDITIONS:	A maximum of 18 lines can be entered. (Note: you cannot tab in this box)
SAVE:	Click on "save" once you have entered the information.
EDIT:	Click on "edit" to be able to make changes to an existing certificate.
CLONE:	Click on "clone" to copy the details of an existing certificate into a new draft.
PRINT:	This will allow the certificate to be viewed in Adobe Acrobat Reader.



#### CANCEL:

Click on this to cancel a certificate. You will receive a warning asking you if you are sure you want to cancel the certificate. To proceed click on the "Cancel Certificate" button. Please contact your insurance broker to find out if there are any special conditions surrounding the cancellation of a certificate.

## Referrals

When a certificate includes information that falls outside your policy's limits you will be given a chance to save that certificate as a referral. This certificate requires authorisation by the insurer before it can be issued as an original. Please contact your insurance broker so that they can advise the insurer of the referral.

## Status

The status option is located at the top right hand corner of the editing screen on a certificate. A new certificate will always default as a Draft. To print a certificate as an original click on the down arrow and select "Completed". This will enable you to save the certificate as an original.

### **IMPORTANT**

***Once you select to print a completed certificate you will receive a warning advising that if you proceed you will only have one chance to obtain an original certificate. To proceed click on the "Print Certificate" button. Please remember you cannot go back and make any further amendments to a certificate once you click on "Print Certificate"***

## Adobe Acrobat Reader

Acrobat Reader will provide a preview of a certificate, as it will appear once printed. To print a certificate click on the second print icon located approximately one quarter of the way down the page. Do not use the print icon located in your Internet Explorer task bar.